

Replacement  
Sheet

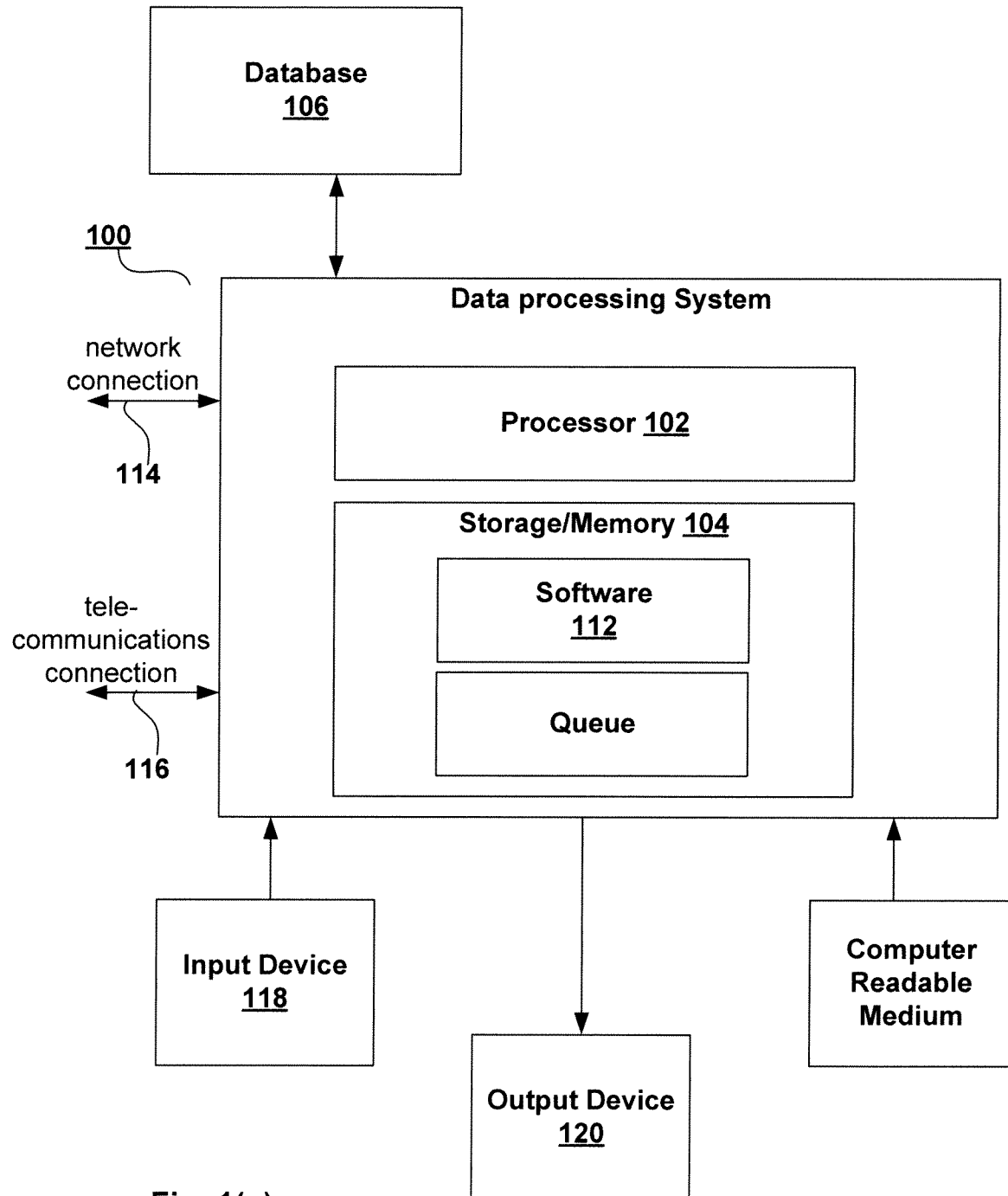
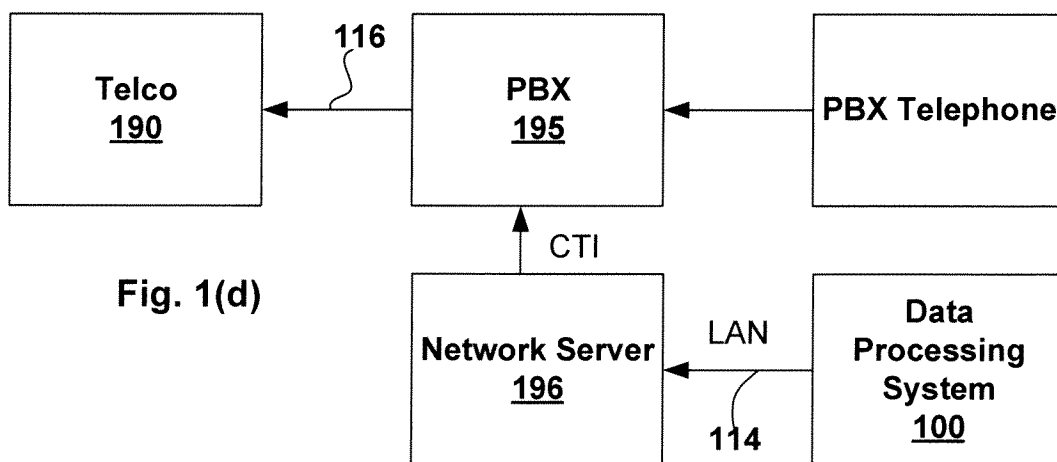
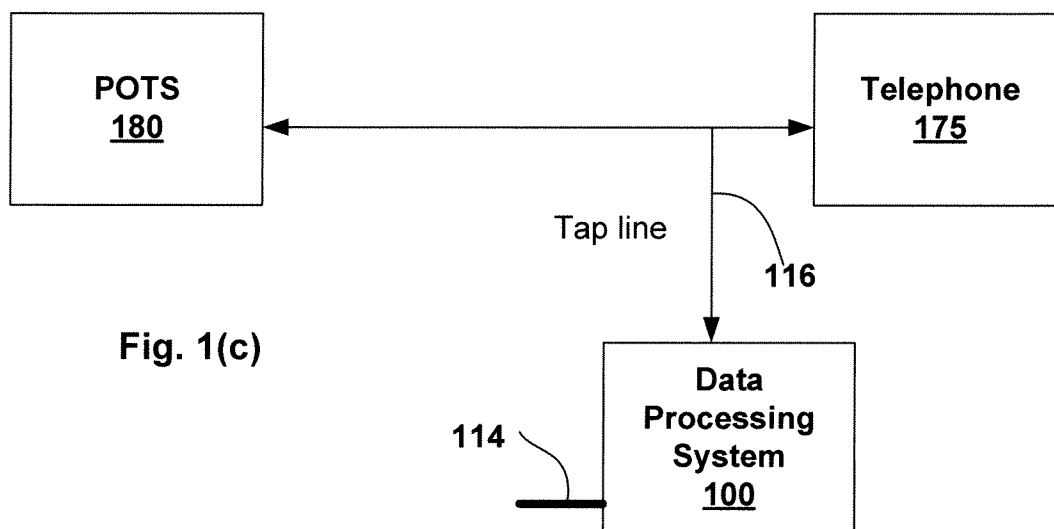
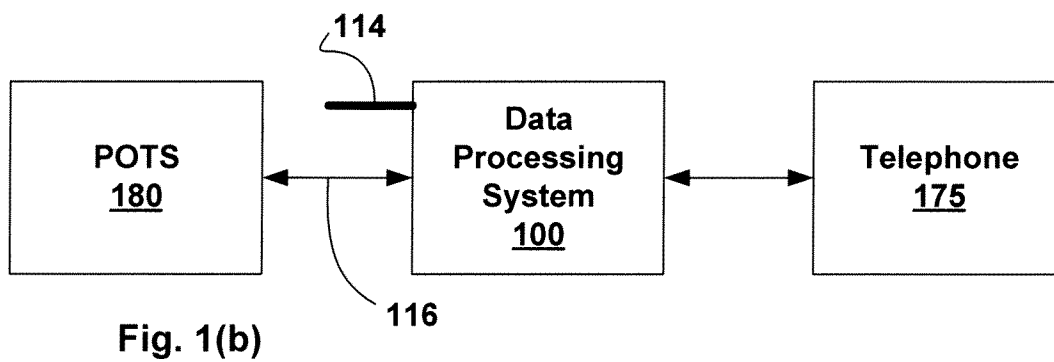
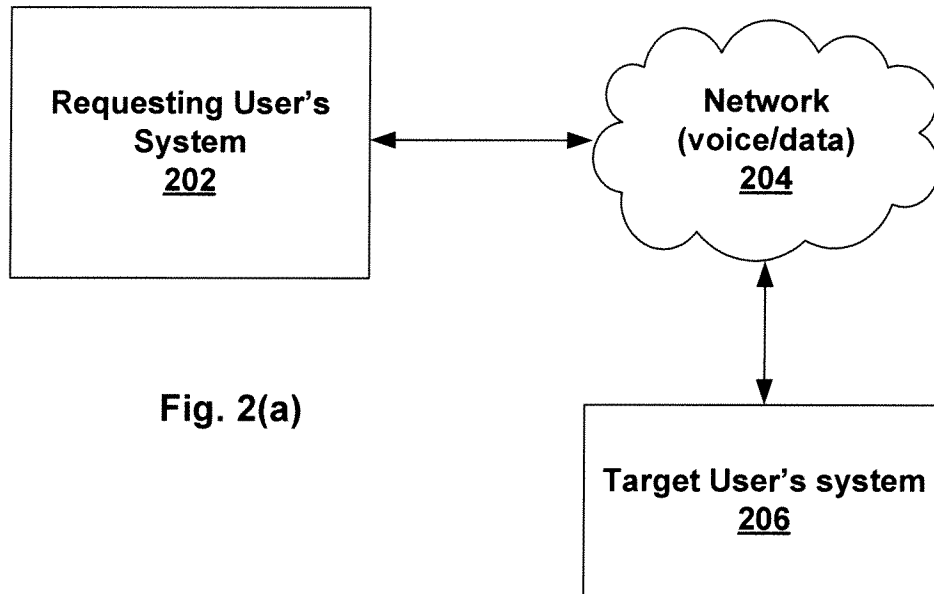


Fig. 1(a)

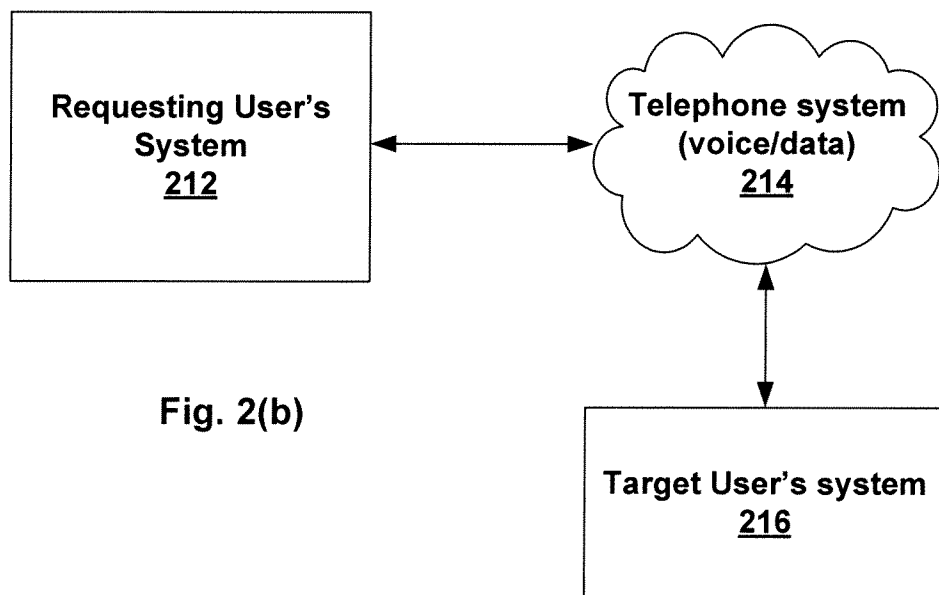
Replacement  
Sheet



**Replacement  
Sheet**



**Fig. 2(a)**



**Fig. 2(b)**

Replacement  
Sheet

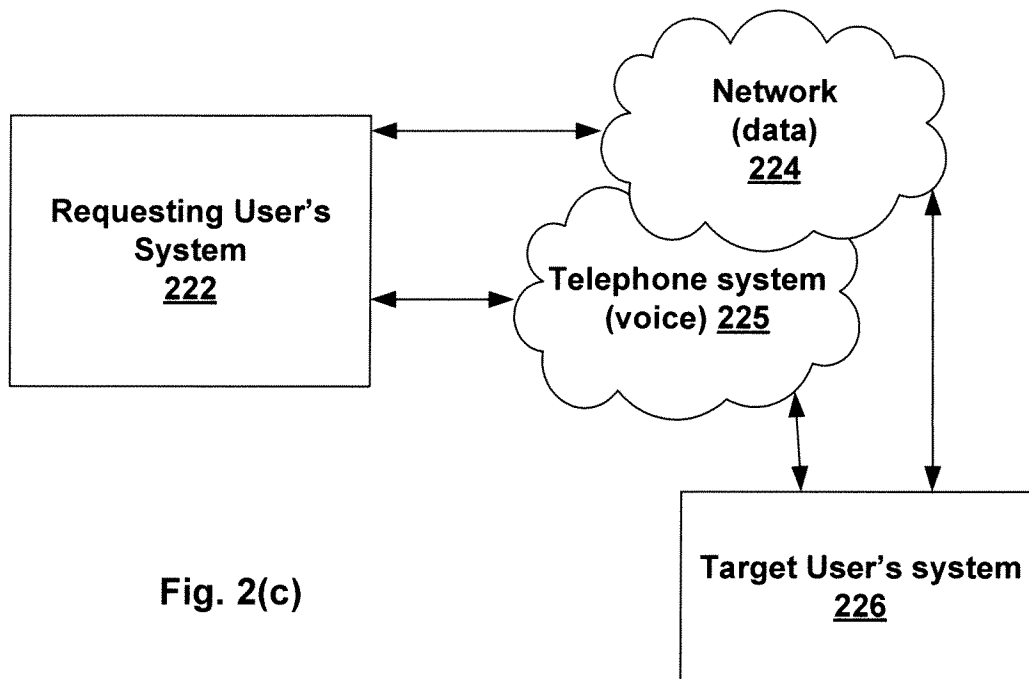


Fig. 2(c)

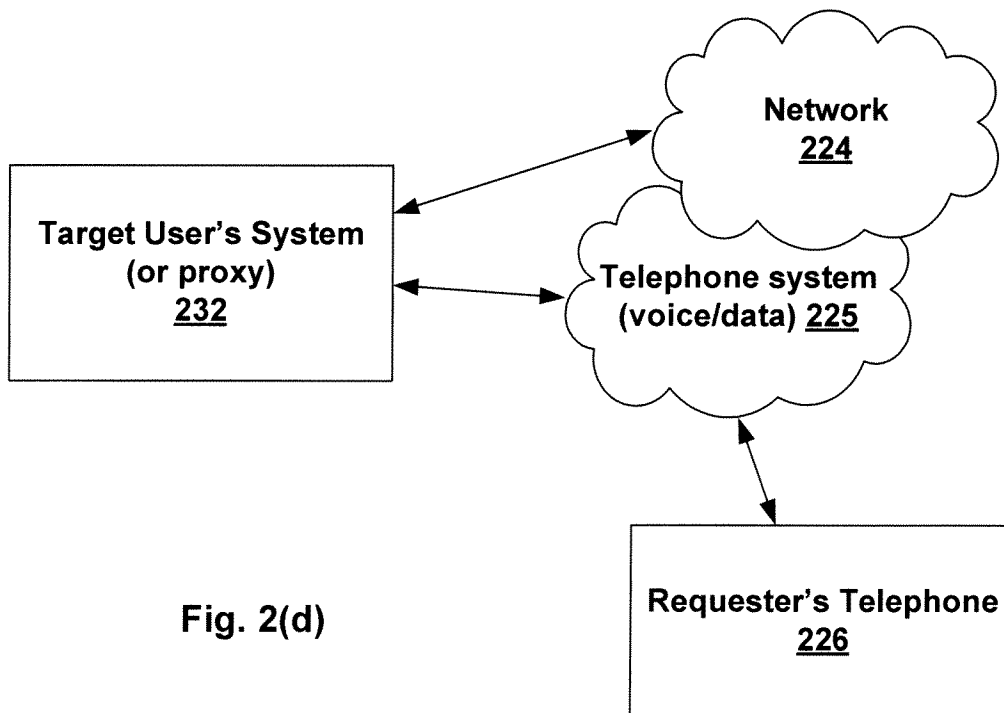


Fig. 2(d)

Replacement  
Sheet

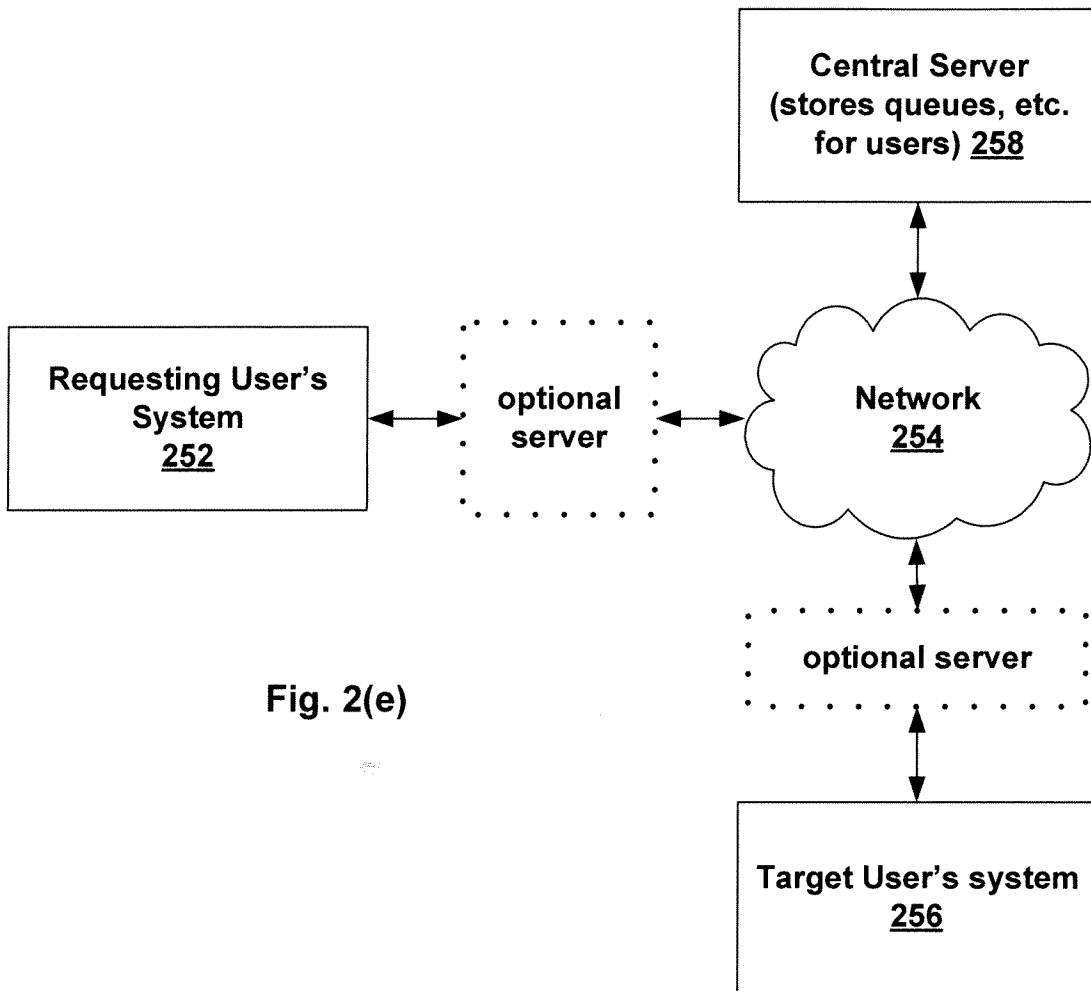


Fig. 2(e)

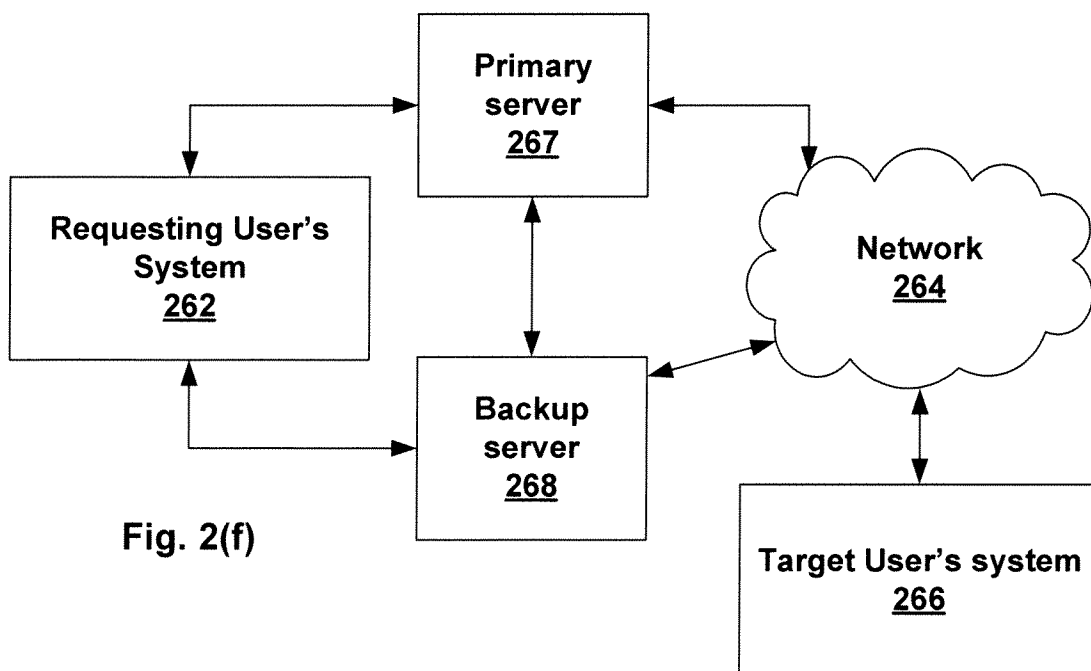


Fig. 2(f)

## Replacement Sheet

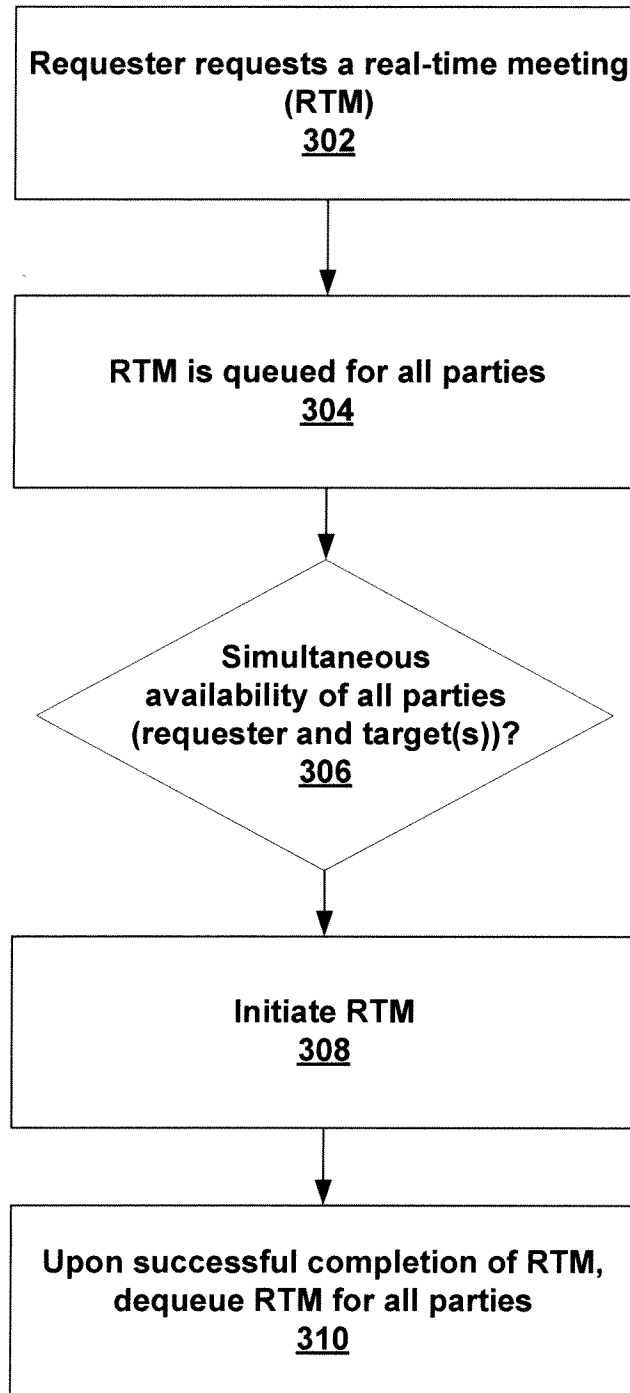


Fig. 3

Replacement  
Sheet

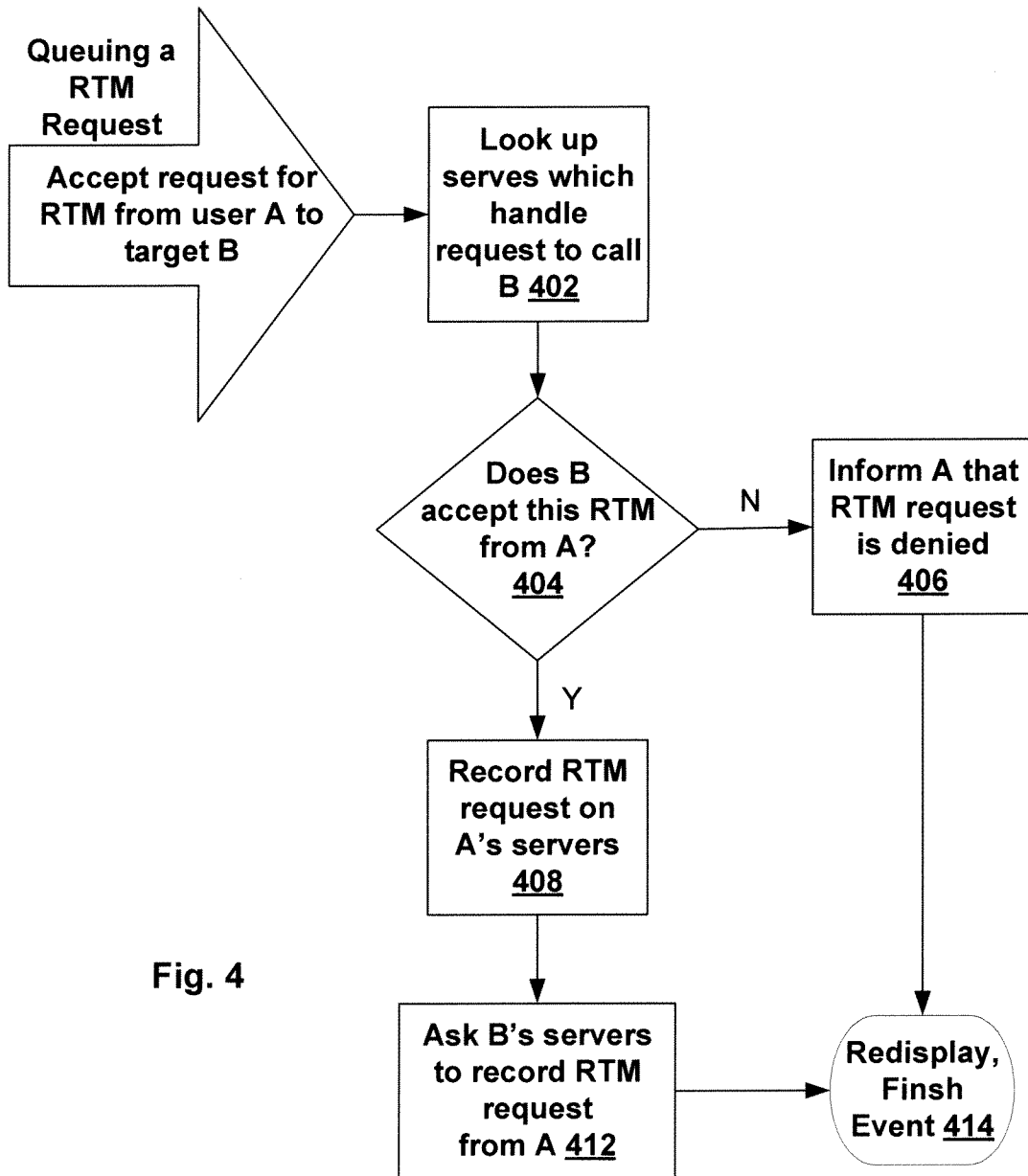
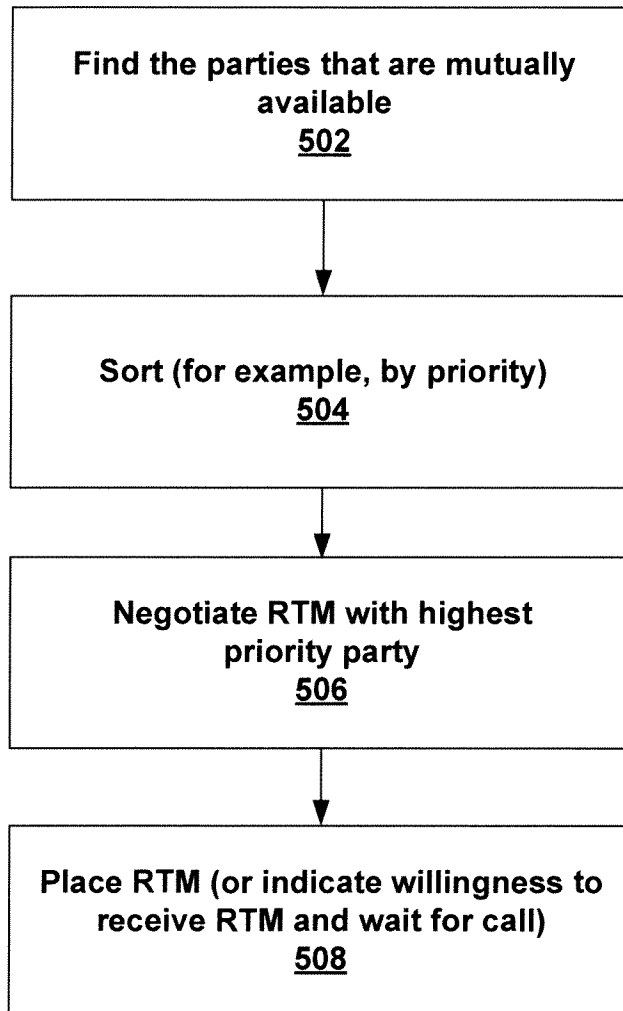


Fig. 4

## Replacement Sheet

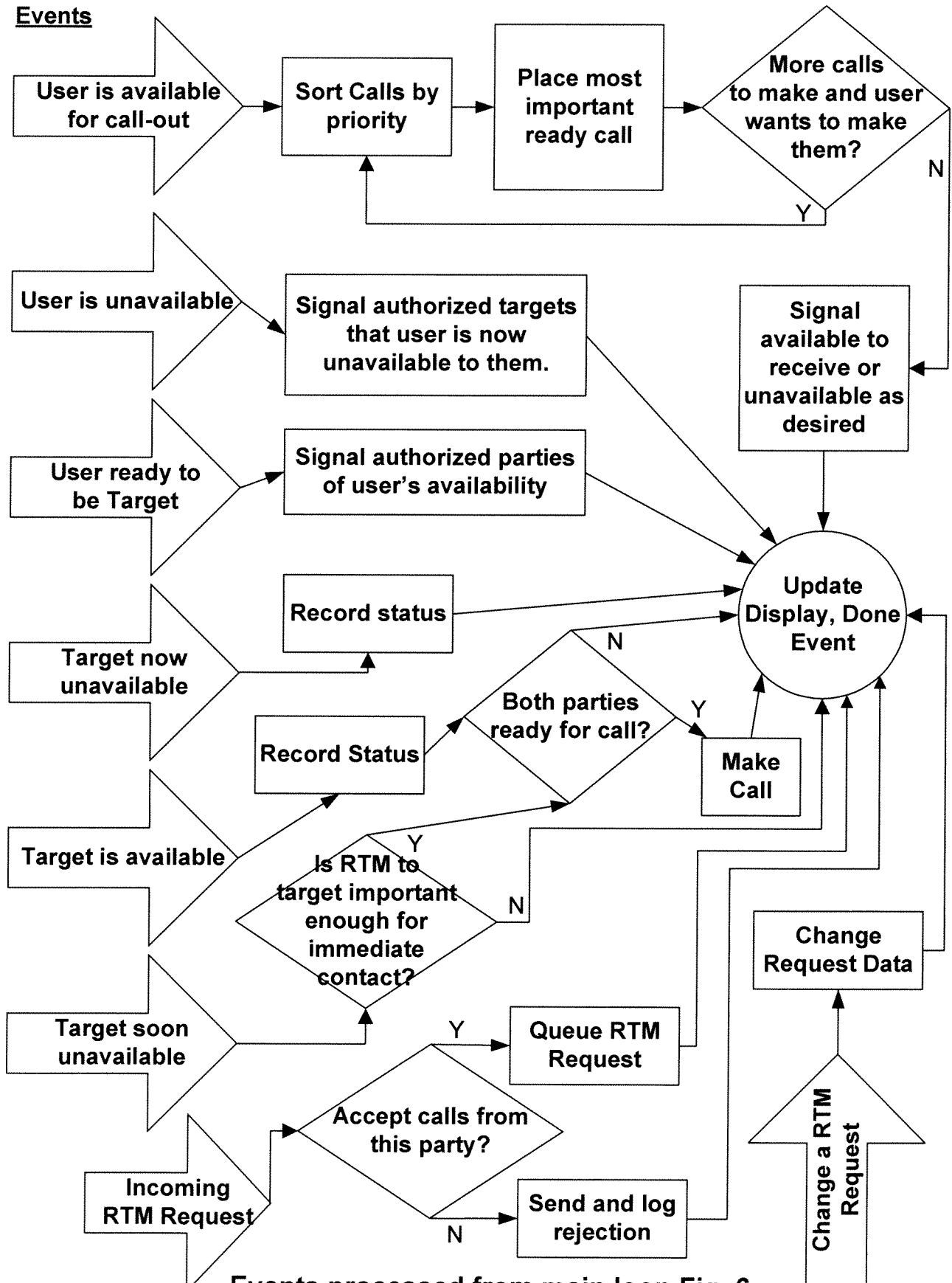


Check Queued RTM Requests  
Fig. 5



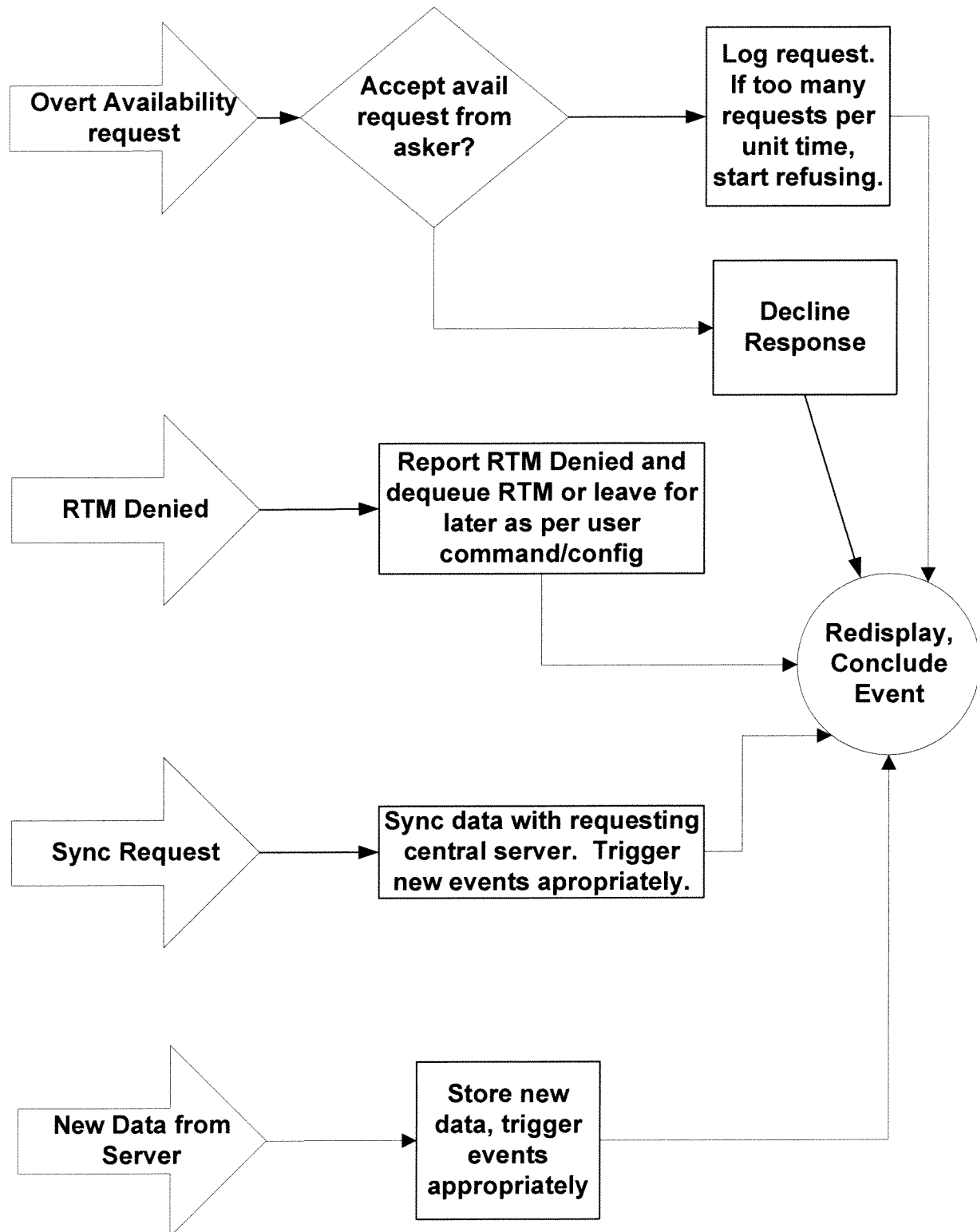
# Replacement Sheet

## Events



Events processed from main loop Fig. 6

## Replacement Sheet



Events Processed from Main Loop  
Fig. 7

Replacement  
Sheet

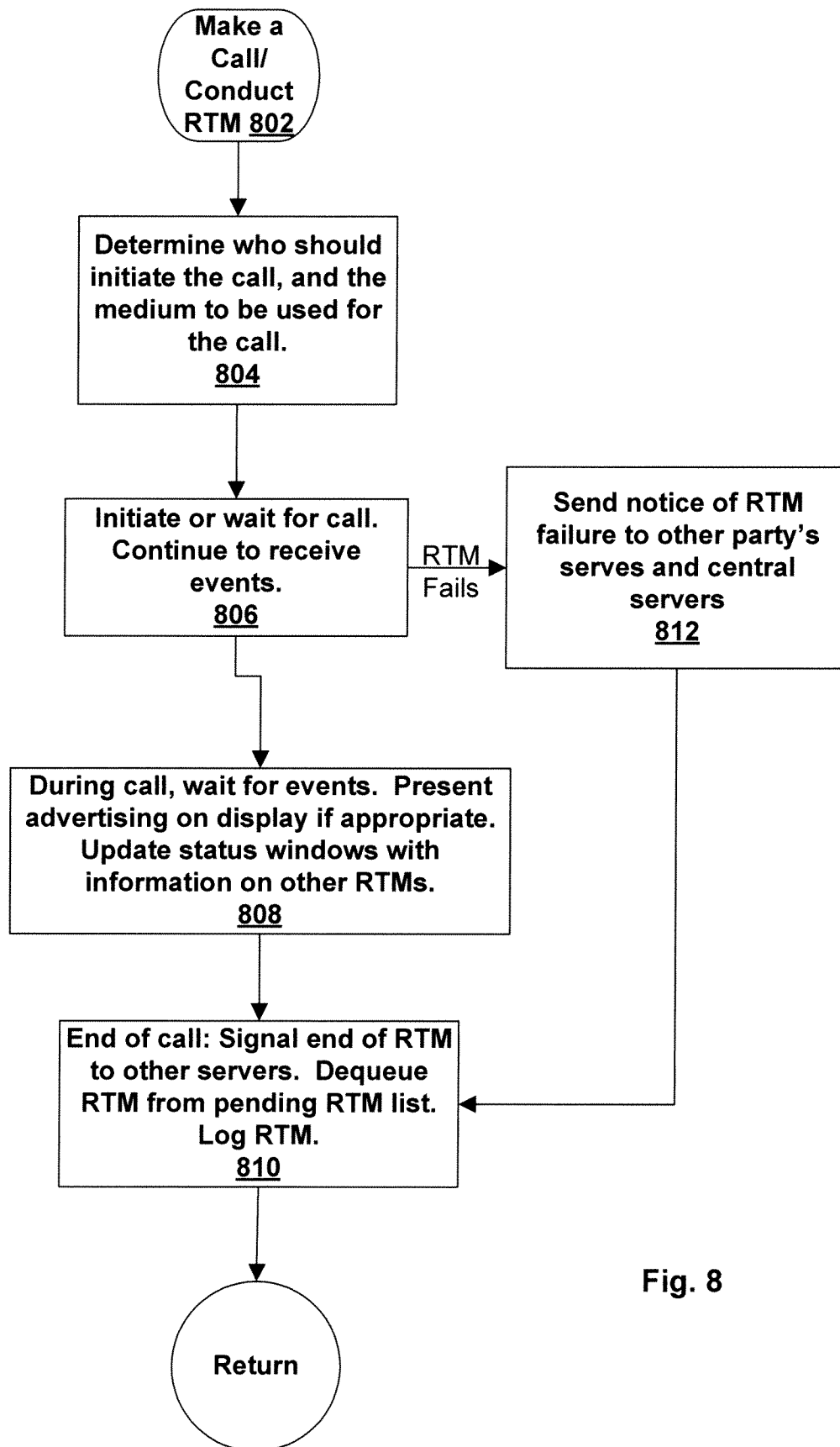


Fig. 8

# **Replacement Sheet**

Call from Bob. Do you wish to accept?

Yes No

This diagram shows a rectangular frame containing a smaller rectangular box. Inside this box, at the top, is the text "Call from Bob. Do you wish to accept?". Below this text are two smaller rectangular buttons, one labeled "Yes" on the left and one labeled "No" on the right.

**Target User's System  
Fig. 9(a)**

High priority call from your spouse. Do you wish to accept?

Yes No

This diagram shows a rectangular frame containing a smaller rectangular box. Inside this box, at the top, is the text "High priority call from your spouse. Do you wish to accept?". Below this text are two smaller rectangular buttons, one labeled "Yes" on the left and one labeled "No" on the right.

**Target User's System  
Fig. 9(b)**

## Replacement Sheet

Call from Bob (rating of “untrustworthy”).  
Do you wish to accept?

Yes No

Target User's System  
Fig. 9(c)

Bob has become available. Do you wish to  
talk to Bob now?

Yes No

Calling User's System  
Fig. 9(d)

## Replacement Sheet

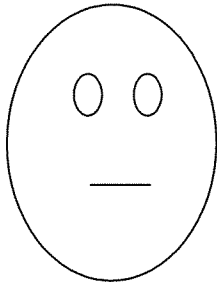
PhoneMeet Status: At Desk, ? Hold all calls					
Status	Age	Caller	Pri	Reason	Info
In	1 hour	John Chang		Order	
Out	4 hours	Alice Jones		Budget Chat	
Unk	8 hours	Harold Jenkins		Referred by J. Birch	
Out	1 day	Bob Smith	U	Hiring Crisis	
In	2 days	Snidley Whip	!	Hot stock tip	Telemarketer (93%)
Blue: You called Them    Black: They called you					

**Fig. 9(e)**

Welcome back. 5 calls are pending, 2 by you, 2 available, 2 out, 1 unknown. Do you wish to:	
	<input checked="" type="checkbox"/> Become available, taking the top pending call [XXX call description XXX] <input type="checkbox"/> Remain unavailable <input type="checkbox"/> Remain unavailable but examine call list to make call-by-call decisions

**Fig. 9(f)**

## Replacement Sheet

Running Advertisement			Picture of Caller
Caller/You Called:	John Chang	<input type="checkbox"/> End Call (& take next call)	
Duration	12:04 minutes	<input type="checkbox"/> Change Class (select bar)	
Local Time	4:32pm EST	<input type="checkbox"/> End call & hold calls	
Remote	1:32pm PST	<input type="checkbox"/> Rate the caller (select bar)	
Last Call	Jan 15, 1999	<input type="checkbox"/> Change call type	
Total Calls	12	<input type="checkbox"/> Configure special parameters	
First Call	May 19, 1998	<input type="checkbox"/> General customization	
Reason	Chat about Fred	Phone controls (if CTI), ie, transfer call, etc.	
Other information from local databases on the caller. Ie, "John Chang is V.P., Marketing for consumer division," etc.		Box for entry of notes on caller	
		Box for billing information	Click to go to caller's web page
Here would be the status window (specified in Fig. 9(f) for pending calls)			

**Fig. 9(g)**

## **Replacement Sheet**

**Ready to call John Chang.**

**Please pick up phone, call 555-555-5555, wait, ask  
receptionist for “bubba” (code word).  
Click OK when call done**

**OK**

**Fig. 9(h)**

**Calling Mary Smith by Internet IP telephone.**

**Click cancel to stop.**

**Cancel**

**Fig. 9(i)**